



2-15-02

D.J.
#2644802
Formal Drawing

PATENT
00772

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2643

In re application of

Fain et al.

Serial No. 09/894,359

Filing Date: June 28, 2001

SYSTEM AND METHOD FOR PROVIDING A
CALL BACK OPTION FOR CALLERS TO A
CALL CENTER

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Technology Center 2600

TRANSMITTAL OF FORMAL DRAWINGS

Pittsburgh, Pennsylvania 15222

February 14, 2002

Commissioner for Patents

Washington, DC 20231

Sir:

Enclosed please find formal drawings for above-mentioned application. If the undersigned can be of any assistance to the Examiner, please contact the


"Express Mail" mailing label number EU150767084US

Date of Deposit February 14, 2002

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231

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Respectfully submitted,


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